

# Non-Emergency Patient Transport Services

Information for patients

**Patient Transport Number 📞 01622 224720**

## Ambulance patient transport service

Patient transport is only available to patients who have been assessed as **medically unable** to make their own way to and/or from their healthcare appointment. If you have a medical condition or disability which means you are unable to travel on public transport or in a private or volunteer car, please phone the transport contact number above, for an assessment.

## Telephone assessment

You will be asked for your personal details and the details of your healthcare appointment. You will also be asked about your medical condition, fitness and mobility, to check that you are eligible. The assessment staff will be able to tell you whether you qualify for ambulance patient transport.

Some patients who may have been provided with free transport for social reasons in the past will no longer be eligible. A number of alternative services are available, and these are listed later in the leaflet.

## What happens if I do qualify for patient transport?

Your name, address, appointment time and journey details will be entered on the transport computer system. Ambulance crew assisted transport will be booked and confirmed with you.

You will not be asked to pay for any transport you qualify for.

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## Can I get help to pay for my healthcare travel?

The NHS provides a **Healthcare Travel Cost Scheme** to assist with travel to and from hospital appointments. If you receive qualifying benefits such as Job-Seekers Allowance or are on low income you may be entitled to the reimbursement of some travelling costs. For a full list of current qualifying benefits, please refer to the NHS Choices website on [www.nhs.uk](http://www.nhs.uk) or [www.direct.gov.uk](http://www.direct.gov.uk). Alternatively, please ask for a HC11 from the Hospital Cashier.

If you do qualify, you will need to take proof that you are receiving one of the qualifying benefits along with your travel receipts and appointment letter to the 'Hospital Cashier and Patient Administration Office'. Further information and claims forms are available from the office:

At both hospitals these offices are located near the main reception and are clearly signposted – however, please ask for directions at the main reception if you are unsure.

## Volunteer Car Services

The following voluntary car services provide volunteer drivers and cars for journeys starting within their area only. These are all non-NHS organisations and you may be required to pay, although usually less than for a taxi or private hire.

- Ashford Volunteer Car Service ☎ 01233 633219
- Dartford ☎ 01322 272476  
9.30am -1.30pm Monday to Friday
- Dover & Deal ☎ 01304 380513  
9.30am - 12.30pm Monday to Friday
- Edenbridge ☎ 01732 865353  
10.00am - 12.30pm Monday to Friday
- Gillingham ☎ 01634 264464  
9.30am -12.30pm Monday to Thursday; for patients over 75 with long term illnesses or disability.
- Gravesham ☎ 01474 322729

9.00am - 12 noon; for patients over 60 or registered disabled

- Herne Bay ☎ 01227 366434
- Maidstone ☎ 01622 756662  
For patients over 60 or registered disabled
- Malling ☎ 01732 843346
- Rochester ☎ 01634 830371
- Sevenoaks ☎ 01732 458931  
☎ 01732 454785
- Swale ☎ 01795 426647
- Thanet ☎ 01843 590935
- Tonbridge ☎ 01732 357978
- Tunbridge Wells ☎ 01892 511627
- Whitstable ☎ 01227 264743

## Public Transport

- **Taxi:** Several commercial taxi services listed in the phonebook have vehicles that have been converted and drivers trained to cater for the needs of the disabled.
- **Bus:** Buses run to all Maidstone & Tunbridge Wells NHS Trust Hospital sites.
- **Train:** The train stations closest to each hospital are:

Hospital	Station	Distance
Tunbridge Wells	High Brooms	2.5m
Maidstone	Barming	1m

Please see the national rail website at [www.nationalrail.co.uk](http://www.nationalrail.co.uk) for current train times. For further information on planning your journey by bus, coach or train you can contact:

**Traveline** ☎ 0871 200 22 33  
[www.traveline.org.uk](http://www.traveline.org.uk)

**Arriva buses** ☎ 0844 800 441


## Private transport

Our hospitals are well sign posted from all major routes.

### Car Parking

If your journey by car is essential, please make sure you allow enough time to find a parking space. Alternatively, drivers can drop off patients in the drop off/pick-up areas near to the hospital entrance (free if your visit lasts less than 30 minutes).

Our car parks are 'pay on exit', so you pay for your parking at the ticket machines located near the main entrances to the hospitals. Car parking charges are displayed at the entrances to the car parks and by the ticket payment machines.

Information about our concessions for parking or our parking system please contact our Parking office on telephone number  01892 631272.



Disabled spaces are available for Disabled Badge holders in the hospital car parks. Please display your official badge before leaving the vehicle, otherwise you may be fined.

**MTW NHS Trust is committed to making its patient information accessible in a range of languages and formats. If you need this leaflet in another language or format please ask one of your clinical care team or the PALS Team. We will do our best to arrange this.**

### Patient Advice and Liaison Service (PALS)

If you would like to raise any concerns, make comments and suggestions or require information on Trust services, you can contact **PALS**. Office opening times are Monday to Friday 10.00am to 4.00pm. Both offices offer a 24 hour answering machine. Messages will be responded to within one working day, so please do leave a contact number.

PALS Maidstone Hospital  
PALS Tunbridge Wells  
PALS Email  
PALS SMS  
PALS Maidstone Fax  
PALS Tunbridge Wells Fax

 01622 224960  
 01892 632953  
[mtwpals@nhs.net](mailto:mtwpals@nhs.net)  
 07747 782317  
 01622 224843  
 01892 632954

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